

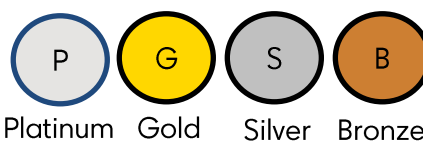
KSI VIP UPGRADES FAQ

What are the differences between each upgrade?

We have created this handy chart for you to be able to see what is included/not included between each VIP upgrade.

Upgrade Type:	Platinum	Gold	Silver	Bronze
Includes:				
Exclusive individual Meet & Greet pre show with KSI	✓	✓	✓	✗
Invitation to the pre show KSI soundcheck	✓	✗	✗	✗
Go backstage and the meet the KSI touring crew	✓	✗	✗	✗
Selfie photo opportunity with KSI (taken on your own phone)	✓	✓	✓	✗
Exclusive video recording with KSI for you to take home post event	✓	✓	✗	✗
Early entry onto the venue floor before standard ticket holders	✓	✓	✓	✓
Exclusive KSI signed, numbered and personalised tour artwork	✓	✓	✗	✗
Exclusive KSI signed tour artwork	✗	✗	✓	✓
3,2 or 1 x item(s) of exclusive KSI Tour Merchandise	3	2	2	2
Commemorative KSI wristband	2	2	✓	✓
Designated check in and on site event staff	✓	✓	✓	✓

FAQ UPGRADE KEY-



Below you will find answers to you any questions you may have regarding VIP upgrades on this tour! The key above should help you find answers to your specific VIP upgrade.

MEET & GREET, PHOTO AND VIDEO RECORDING QUESTIONS

How many times can I meet KSI with my VIP upgrade?

Your upgrade purchased includes one meet & greet with KSI. P G S

Will I be able to get anything signed during the Meet & Greet?

This upgrade includes an exclusive, signed and personalised piece of tour artwork, so your own personal items will not be signed during the Meet & Greet. P G

This upgrade includes an exclusive signed piece of tour artwork, so your own personal items will not be signed during the Meet & Greet. P

Will there be a photo opportunity to have a picture taken with the artist?

Yes, you will have an opportunity to take an individual selfie with KSI taken on your own mobile phone. This is limited to one per guest. P G S

Will there be an individual video recording with the artist?

Yes, an individual video recording with KSI will be done via our camera and then sent to you up to one week after the show. We will make your video available on www.smugmug.com and will send you an access link & password as part of your pre-event arrival instructions email. Your video will be available for 60 days after which they may be deleted from the site. Your video will be visible to the other attendees of the event that you attended - if you do not want your video uploaded to www.smugmug.com please let us know on the day of the show during registration. P G

How long will the video recording with the artist last?

We expect each video recording to be around 10-15 seconds, however the total amount of time the artist will be able to spend on each video recording will depend on their schedule on the day. P G

Will the individual video recording with the artist be the right size for social media?

Yes, we know how important it is to share your amazing experience online, so your video will be recorded so that you can upload to your stories looking great! P G

Can I give gifts/letters to the artist(s)?

You are welcome to bring these items with you, however it will depend entirely on artist security and venue restrictions whether you can give them to the artist. P G S

Where will the Meet & Greet take place? Within the auditorium or another space at the concert venue. P G S

When will the Meet & Greet take place?


The Meet & Greet will take place pre show. Exact timings will be notified to you prior to the event and are subject to change, and we recommend being available all day. P G S

How long will the Meet & Greet last?


The total amount of time the artist will be able to spend with Meet & Greet fans will depend on their schedule on the day. P G S

SOUNDCHECK QUESTIONS

When will the pre show soundcheck take place?

The pre show soundcheck will take place pre show. Exact timings will be notified to you prior to the event and are subject to change, and we recommend being available all day. 

Will I have a chance to meet and take a photo with the artist during the Soundcheck?


No, you will not have the opportunity to meet or have a photo with the artist during this section of the VIP upgrade. 

How many songs will the artist perform during the Soundcheck?

The number of songs performed at the Soundcheck will depend on the artist's schedule. 

BACKSTAGE QUESTIONS


When will meeting the KSI tour crew backstage take place?

The meeting of KSI's tour crew backstage will take place pre show. Exact timings will be notified to you prior to the event and are subject to change, and we recommend being available all day. 

Will I be able to take photo's with KSI touring crew or any of the backstage area's?





No, photographs/videos are strictly prohibited during this section of the VIP upgrade. 

Will KSI be involved with meeting the touring crew?

No, KSI will not be involved during this section of the VIP upgrade. 





EARLY ENTRY QUESTIONS

How early is Early Entry?

Early Entry is usually 10-15 minutes before general public doors open, and guests are guaranteed to be on the standing floor before the doors are opened to standard ticketholders. It is not possible to allow you access before this time as the space is only open to production staff!    


MERCHANDISE QUESTIONS

What's included in the KSI Tour Merchandise?


Merchandise items are currently being finalised and will be confirmed closer to the start of the tour. Items included in the VIP packages will be exclusive to these packages and not available to purchase at the merch table at the show.    

GENERAL QUESTIONS


What is the check-in?

This is the registration desk at the venue where we hand out merchandise items and inform you of proceedings for the evening. 


What is an event host?

The event host is the representative of VIP Nation Europe on the day: they will be available for any questions or concerns that may arise during the experience. 


If I'm unable to make it to check-in/registration, how can I receive my merchandise?


All merchandise must be collected on site at our VIP Check-in; we are unable to dispatch any merchandise post-event. Also please note that if you are late to check-in registration you may not be able to attend various parts of the VIP upgrade. 

Can my friends/family register or pick up my merchandise / wristbands for me?


No, your whole party must come to the VIP check-in at the same time to register for VIP upgrades with valid ID (driving licence / passport) of the original purchaser. A photocopy of is fine if these upgrades were purchased as a gift. 

Do VIP upgrades have any age restrictions?

The age policy varies with each venue and show. It will usually be listed on the upgrade purchase page, but if it is not there, you may also refer to the venue's website for age restrictions on your specific event. If you are 16 years old or under an adult (aged 18+) will be needed to accompany you backstage for the Meet & Greet / Backstage meets / Soundchecks and they can do so without purchasing a VIP upgrade themselves, however they will not be permitted into the Meet & Greet room or receive any of the VIP benefits included. 

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Will I be receiving full event information, including merchandise pick up / registration / meet & greet / backstage meets / soundcheck timings via email?

Yes, full instructions and an itinerary for the day will be sent to you via email within one week of the event. 

Accessible questions?

If you have access requirements then email vipnation@livenation.co.uk and we will make the necessary arrangements with you. 